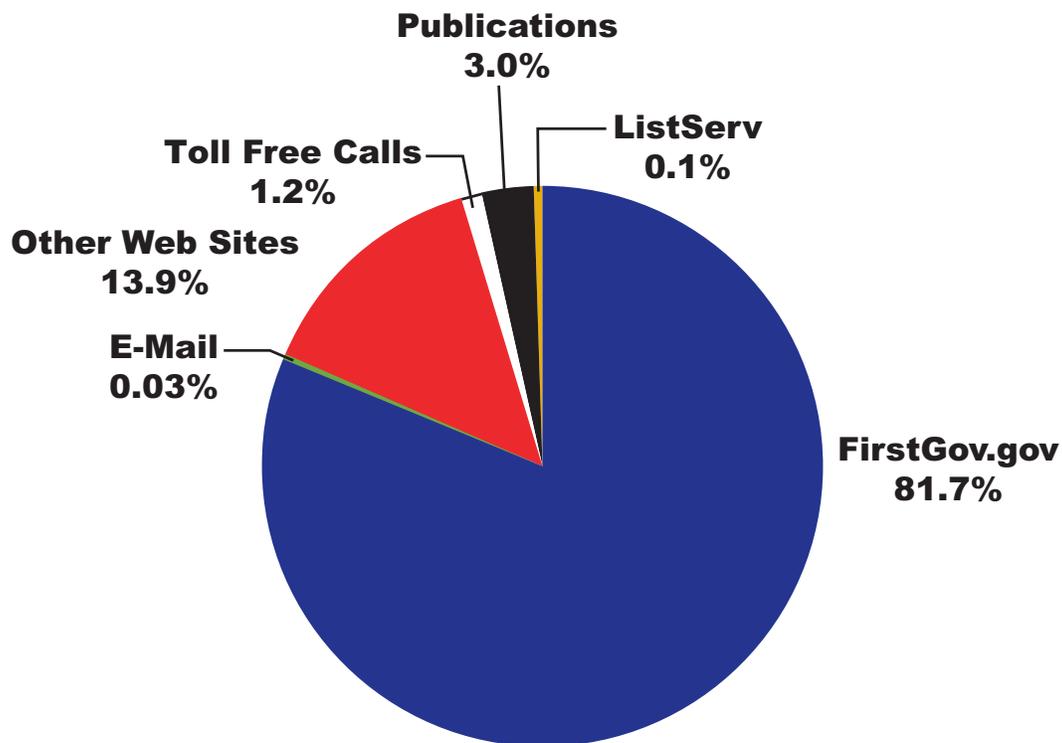


USA SERVICES

USA Services Summary of Public Contacts (actuals as of June 30, 2004)

	FirstGov.gov Page Views	Other Web Sites Page Views	Toll-Free Calls	Publications Distributed	E-Mail Received	ListServ Contracts	Yearly Totals
FY 2002	91,553,430	24,314,869	1,690,559	5,998,670	14,655	—	123,572,183
FY 2003	176,296,291	25,703,613	1,756,696	5,920,487	60,198	—	209,737,285
FY 2004 (1st half)	102,957,533	13,002,939	2,205,418	1,722,850	47,502	404,158	120,340,400
Sub Totals	370,807,254	63,021,421	5,652,673	13,642,007	122,355	404,158	453,649,868
Percentage	81.7%	13.9%	1.2%	3.0%	0.03%	0.1%	100.0%



This data includes actuals for all channels for the period 10/1/2002 through 3/31/2004. The numbers for FirstGov.gov and other FCIC Web sites are derived from WebTrends reports of the number of "page views" to the Web site. Telephone shows the number of direct and assisted toll-free calls handled by the National Contact Center. Publications shows the number of publications distributed from the facility in Pueblo, CO. email counts are of email received. ListServ counts (added in FY 2004) consist of mailings of subscription e-letters.